

HEWLETT-PACKARD COMPANY
Intellectual Property Administration
3404 E. Harmony Road
Mail Stop 35
Fort Collins, Colorado 80528

PATENT APPLICATION

ATTORNEY DOCKET NO. 10006799-1

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Michael J. Borg et al.

Confirmation No.: 6674

Application No.: 09/820,457

Examiner: Tan D. Nguyen

Filing Date: March 28, 2001

Group Art Unit: 3689

Title: **SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER**

Mail Stop Appeal Brief - Patents
Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL OF REPLY BRIEF

Transmitted herewith is the Reply Brief with respect to the Examiner's Answer mailed on November 15, 2010 .

This Reply Brief is being filed pursuant to 37 CFR 1.193(b) within two months of the date of the Examiner's Answer.

(Note: Extensions of time are not allowed under 37 CFR 1.136(a))

(Note: Failure to file a Reply Brief will result in dismissal of the Appeal as to the claims made subject to an expressly stated new ground rejection.)

No fee is required for filing of this Reply Brief.

If any fees are required please charge Deposit Account 08-2025.

Respectfully submitted,
Michael J. Borg et al.

By: /SCOTT LUND/
Scott A. Lund
Attorney/Agent for Applicant(s)

Reg No. : 41,166

Date : January 18, 2011

Telephone : 612-573-2006